

PERMANENT PARTY

HEALTHCARE FACT SHEET

Available at <https://www.rucker.amedd.army.mil/permanent%20party%20soldiers%20and%20Family%20Members.pdf>

Appointments

We would like to encourage permanent party Soldiers needing routine care to make appointments rather than walk-in to sick call to minimize time away from duty. Soldiers can make an appointment by calling 255-7000 or by visiting the TRICARE On-line website at www.tricareonline.com. For acute needs, Sick Call is held Monday thru Friday from 0615 until 0715 in the Aviation Medicine Clinic at Lyster Army Health Clinic.

Emergency Care

A true emergency is defined as a sudden and unexpected medical condition or the worsening of a condition that threatens your Life, Limb or Sight or requires immediate treatment. Examples of emergencies include chest pain, motor vehicle accident, broken bones, major cuts or lacerations, poisoning, etc.

There is **No Emergency Room at Lyster Army Health Clinic**. Ambulance services are available on post and off post. If you have a true emergency, call 911 and you will be carried to the nearest emergency room.

Do not seek emergency care unless it's a true emergency. If you go to the emergency room and it is not a true emergency you will have to pay the bill.

Flight Physicals

Flight Physicals may be scheduled by calling the appointment line at 255-7000.

Mental/Behavioral Health Care

The Department of Behavioral Medicine provides a wide-range of evaluation and treatment services for service members and family members, including stress and anger management, post-deployment adjustment, substance abuse counseling, and marital and family counseling. Appointments can be made by calling the department directly at 255-7028 or by calling the appointment line at 255-7000.

Pharmacy

Pharmacy hours are Monday thru Friday from 0730 until 1700, closed on Federal Holidays, and reduced staffing on a Day of No Scheduled Activities (DONSA). Refills must be called in advance for pickup at 255-7671.

If you need help or advice on any healthcare matter you may visit the TRICARE Service Center or the Managed Care Division at Lyster Army Health Clinic. The Managed Care Division may be reached by phone at 255-7233.

Additional information on TRICARE may be found by visiting www.tricare.osd.mil.

PERMANET PARTY WITH FAMILY MEMBERS HEALTHCARE FACT SHEET

Permanent Party Family Members

Family members must be registered in DEERS before they are eligible for TRICARE benefits. The DEERS office at Fort Rucker is located at the Soldiers' Service Center, Bldg. 5700. After DEERS registration, family members may enroll in TRICARE Prime by visiting the nearest TRICARE Service Center. In order to receive TRICARE Prime benefits, family members must be enrolled. The TRICARE Service Center at Fort Rucker is located in Lyster Army Health Clinic. Hours of operation are Monday thru Friday from 0730 until 1615, or visit www.humana-military.com

Primary Care Managers

After enrolling in TRICARE Prime, family members will receive an enrollment card and a letter stating their Primary Care Manager's (PCM) name and phone number. PCM's are the entry point to receiving healthcare.

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Urgent Care

Call your Primary Care Manager (PCM) during normal duty hours or the After Hours Nurse Advice Line before seeking urgent care. The After Hours Nurse Advice Line phone number is 1-800-884-8452. The nurse will advise whether you should seek care immediately, call for an appointment the next day, or give at-home care instructions. Examples of urgent care are sinus infection, sore throat, earache, high fever, urinary tract infection, etc. Failure to follow these instructions may result in out-of-pocket expenses.

Same Day/Routine/Wellness Care

Appointments can be made by calling the Lyster Army Health Clinic appointment line at 255-7000 or may be made by visiting the TRICARE On-Line website at www.tricareonline.com.

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TRICARE Network Pharmacies may be used for prescription services for a co-pay of \$3.00 for generic and \$9.00 for brand name for a 30-day supply.

TRICARE Mail order Pharmacy is also available by mailing prescriptions to Express Scripts, Inc., P.O. Box 66518, St. Louis, MO 63166-6518 for a co pay of \$3.00 for generic and \$9.00 for brand name for a 90-day supply.

If you need help or advice on any healthcare matter you may visit the TRICARE Service Center or the Managed Care Division at Lyster Army Health Clinic. The Managed Care Division may be reached by phone at 255-7233. The TRICARE Service Line may be reached at 1-800-444-5445 or by visiting www.humana-military.com or www.tricare.osd.mil.